



## **SOUTH DAKOTA 9-1-1 COORDINATION BOARD**

**MEETING MINUTES FOR AUGUST 13, 2015**

### **VIA TELECONFERENCE**

**Board members present:** Brown, DeNeui, Haines, Harding, Jaeger, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr

**Board Members Absent:** None

**Staff Present:** Shawnie Rechtenbaugh (State 9-1-1 Coordinator), Jenna Howell (DPS)

**Others present:** Maria King (DPS), Tony Mangan (DPS), John Kraft (GeoComm)

#### **I. Call to Order and Roll Call**

The meeting was called to order at 10:02am CDT by Rufledt. Roll call was taken and a quorum was present.

#### **II. Approval of Agenda**

Motion to approve the meeting agenda.

Moved by: Harding      Seconded by: Miller

Discussion: None

Roll call vote: 10 yeas (Brown, DeNeui, Haines, Harding, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr), 0 nays. Motion Carried unanimously.

#### **III. Approval of Meeting Minutes**

Motion to approve the July 27, 2015 meeting minutes.

Moved by: McPeek      Seconded by: DeNeui

Discussion: None

Roll call vote: 10 yeas (Brown, DeNeui, Haines, Harding, McPeek, Miller, Reinesch, Rufledt, Sawvell, Serr), 0 nays. Motion Carried.

#### **IV. NG911 Project Updates**

##### **A. GeoComm Project**

John Kraft from GeoComm provided an update to the board. GeoComm is in the process of finishing up the individual county assessments and will be sending the last few counties out this week. They are still waiting for data from just 2 counties to be submitted. The next area of focus is an on-site meeting with the South Dakota team to present a state of the state report. This will take place on September 10<sup>th</sup>. GeoComm will also hold a webinar that day for all of the county GIS contacts. The webinar will include a project status update and instructions on how to complete the field mapping spreadsheet.

Counties are currently in the data remediation phase where they are correcting errors in their data. GeoComm has been reaching out each of the county contacts to set up calls to assist them with getting started with the remediation.

In mid-October GeoComm will request the revised data from the counties again to conduct another assessment. Next steps in the GIS project are to finish up the county data analysis, hold the webinar in September, return the second set of assessments back to the counties in later December, followed by the GIS

data aggregation piece and training on GIS tools. The final gap analysis is scheduled for later January along with the project closeout.

Board Member Jaeger joined the call.

#### **B. Decisions made by NG911 Administrative Group**

The administrative group has submitted two change orders to TCS recently. These change orders were to make the change to touch screen monitors for the four PSAPs who currently have those today (Pierre, Vermillion, Mobridge, Redfield). At the April board meeting you approved an amendment to increase the contract to cover these costs because this fit in line with the desire to make the PSAP whole.

#### **C. TCS Project Update**

We received a response letter from TCS on Monday of this week and that was shared with the board. Wednesday morning at 2am TCS began installing the new software version in the two hosts and the Pennington County PSAP. Rufledt reported, things went well for the first few hours, but they ran into a snag related to the IRR (instant recall recording). Prior to the software update the IRR phone recording was not functioning, but the radio IRR was. While this is a problem with the system, it was not considered dire since there is another button in the software program that a dispatcher can use to replay the phone recording. Once the software update was installed on the first machine they determined the IRR phone recording was now functioning properly, but the IRR radio had been lost. This is a dire problem, because there is no other way to play back radio recording in the software. Once TCS identified the issue they stopped the installation so their team could find a solution for proceeding. TCS restarted the software update this morning at 8am. At the time of this call, IRR radio is back to working and the phone is not, as was the case before the software update began yesterday. This is not as critical of an issue, but it definitely is not working correctly. TCS is working to fix it as I speak. The good news is item 1A is fixed, 1C is a performance enhancement request not technically a break, 1D is working, 1E is working, 1F is working. Items 1G and 1H seem to be working but will need a couple of weeks to know for sure. It appears this software version 3.9.1 has fixed everything under Item number one in our letter except 1B and we hope that will be working soon after this call. Rufledt reported the PSAP did not have any down time and did not lose any calls during the install.

Serr asked why version 3.9.2 was installed on the servers but 3.9.1 was installed at the workstations. Rufledt stated TCS explained the 3.9.2 version was intended for the servers with 3.9.1 on the workstations, though they had been referring to the update at 3.9.2.

Howell added, since there are some outstanding issues that have yet to be fixed by TCS, if the board intends to pay the August invoice when it is received, she would recommend a letter would go with the payment explaining the payment is not intended to mean acceptance of the issues noted in the invoice dispute letter.

McPeck stated it sounded like TCS is making significant progress and he felt he could support paying the August invoice, but continue holding the July payment until the identified issues were all addressed.

Jaeger stated the board should maybe consider not paying the August MRC portion of the invoice so as to keep in sequence with our July non-payment since the issues are not corrected. Then once we are fully satisfied with the corrections, we would then pay any months withheld.

Haines questioned if since we decided to withhold the MRC from the July payment, then shouldn't we at least withhold some portion of August payment to be consistent in our message that we are not yet fully satisfied.

Brown stated he would support Haines suggestion to withhold at least a portion of the August payment.

Harding suggested we pay a portion of the August invoice and send a letter along as Howell suggested noting their progress, but explaining all items have not yet been corrected.

Serr commented that we are in a business relationship with TCS and we will be for the next 10 years, so he expressed concern with a decision to just not pay them for August.

Rechtenbaugh clarified that we did pay a portion of the July invoice. The portion that the board disputed was the MRC of \$259,000. This would be the amount in question on the August invoice as well, but any other items on the invoice would be paid as billed since they were not in question.

Howell commented that since all of the issues are not yet resolved that there is not an issue with the board deciding to withhold further payments for the disputed services. We would need to follow the same procedure as last month. Once the August invoice is received, we have 15 days to dispute it. If we chose to do so a letter explaining the portion of the invoice we are withholding and why. If you chose to make the August payment, you could include a letter saying we are still withholding the July MRC payment to be clear that by paying the August invoice we are not saying all of the previously identified issues have been resolved.

Sawvell commented that one of the original reasons we sent the letter was to get the attention of the brass and ensure the appropriate resources and effort needed to fix these issues were being given to our project. It seems with the letter that we did get their attention, or do folks feel we need to withhold more in order to ensure their on-going attention until resolution.

Harding commented that we do want to keep a good professional relationship with TCS. He stated he felt we should continue to withhold the portion of the July payment. He would making the August payment along with a letter saying it is not intended to represent our acceptance with all of the issues expressed in the July Letter.

Motion: We make the August payment in full and include a letter stating this does not imply satisfaction with the concerns expressed in the July letter.

Moved: Harding Second: Reinesch

Discussion: Rechtenbaugh stated once the August invoice is received we have 15 days to dispute it. So if the status of the project changes in the next couple weeks, the board could decide to meet via conference call and decide to dispute the August invoice. Jaeger concurs with the motion and we agrees we have an obligation as the contract signers to ensure TCS performs.

Roll call vote: 11 yeas (Brown, DeNeui, Haines, Harding, Jaeger, McPeck, Miller, Reinesch, Rufledt, Sawvell, Serr), 0 nays. Motion Carried unanimously.

Rufledt will send an update later today about the progress made with the software update.

## **V. Annual Reports**

### **A. 9-1-1 Annual Report**

The annual report was submitted to the Governor and the Government Operations and Audit Committee last week as required by statute. I am scheduled to present to GOAC at their August 25<sup>th</sup> meeting and Secretary Jones will attend the meeting with me.

### **B. Compliance Review Report**

Since the board voted to approve the review of the incentive PSAPs every 3 years at the last meeting, I have drafted a revised plan for when those PSAPs will be reviewed. This schedule shows the reviews from the past three fiscal years and projected upcoming visits for the eleven. Those PSAPs not currently compliant with administrative rules will receive a follow up communication from me at least once per year to check their progress towards compliance. Initially when I sent emails like that this past June, I was disappointed with the response. But, it turns out additional PSAPs have still been contacting me regarding that communication and are working on improving their compliance. Custer, Moody and Spink counties have provided documentation to show their compliance with the rules they were previously lacking. So they have now been changed to fully compliant. Additionally I have visited Clay, Union, Bon Homme, Yankton and Charles Mix in the last few weeks. Clay, Union County and Yankton were all found to be compliant.

Serr asked if the implementation of NG911 will replace the need for the back up PSAP since they PSAPs will be able to facilitate call transfers and back ups? Haines stated transferring the call to another location for answering is only part of the back-up requirement. The other key and the more difficult part is the dispatching of responders for the calls. NG911 will not be an answer to the dispatching piece. So PSAPs will still need to have something in place to allow them to dispatch those calls from a back-up PSAP in order to be compliant.

Rufledt suggested we could outline some examples of how a PSAP can accomplish the dispatch piece of the back up requirement. There is more than one method that could be used. This may provide the technical assistance some of the PSAPs need in order to come into compliance with this rule.

Serr and Harding had to leave the call. Nine of the eleven board members remained on the call so a quorum is still present.

### **C. FCC Report**

This report is required each year. A copy of the report was shared with the board. Once the national summary is released by the FCC later in the year Rechtenbaugh will share it with the board.

### **VI. Condition Statement and Collections Report**

Condition Statement/DOR Collections Report – The July Condition Statement shows the 2% pre-paid wireless revenue received as zero. This is because of the year end cutoff dates. The revenue from the states portion of the \$1.25 for FY16 is \$222,113. Total balance in the 911 Coordination Fund is \$7,767,577. The Contractual expenses have been broken out further at the bottom of the page. There was a payment to LR Kimball, but no payments for GeoComm or TCS. The TCS payment was delayed because of the invoice dispute. I did authorize partial payment of the July invoice, but it was the first week in August so it will show up next month. On the Collections Report – if you look at the total lines for July 2015 you will see it was 816,765.

DPS and DOR staff met to discuss the collections monitoring process at DOR. Alison Jares is the DOR contact who is working on the project. DOR poured over the legislation again to confirm if the return detail can be shared with the PSAPs and counties. Their legal reviewed all of the applicable statutes under DOR and the new DPS statutes from 2012 and determined there is nothing in the statutes that permits them to release the return detail to the counties or PSAPs or even DPS. So, they have been working to develop more refined monitoring processes of the 911 surcharge funds so they are better able to track any of the fluctuation. Alison is willing to attend the October meeting and give us an overview of their new monitoring process and some of the reports they have developed to better monitor fluctuation of the fund. Alison provided Rechtenbaugh with some information gathering questions for the PSAPs to try and help DOR better understand what they looked for when they were receiving the information before the law changed in 2012.

Rufledt had to leave the call so Haines took over leading the call. This left eight board members still on the call, which is a quorum.

**VII. Other Business**

**Next meeting date:** October 15, 2015 at 10:00am central time in Pierre at the George S. Mickelson Criminal Justice Center. The board will tour the PSAP at the end of the meeting. The nominations subcommittee, Jaeger and Brown, will reach out to the membership to see if anyone is interested in running for chair or vice chair.

**VIII. Public Comment**

There was no public comment.

**IX. Adjourn**

Motion to adjourn the meeting.

Moved by: Reinesch Seconded by: McPeek

Discussion: None

Roll call vote: 8 yeas (Brown, DeNeui, Haines, Jaeger, McPeek, Miller, Reinesch, Sawvell ), 0 nays. Motion Carried unanimously.

Meeting adjourned at 11:35am central time.